



TalentSmart's Mastering Emotional Intelligence training program is a sound investment that yields significant improvements in behaviors that are critical to your bottom line. Consider these gains our clients realized from utilizing the program . . .

LEADERS

Leaders at a top-five US government agency experienced a 63% improvement in the depth and quality of their relationships with their coworkers.

At a Fortune 500 consumer products company, 100% of senior leaders experienced solid gains in their performance, including significant bottom-line improvements for their areas of responsibility.

Leaders at one of the largest US not-for-profit health systems experienced a:

- 93% improvement in their ability to handle conflict effectively.
- 57% improvement in their ability to deal effectively with change.
- 54% improvement in their ability to communicate clearly and effectively.

Senior leaders at a leading US research university experienced a 35% improvement in their ability to keep emotional outbursts from hindering their performance.

Leaders from the finance industry experienced a 30% improvement in the quality of their decision-making.

SALESPEOPLE

Salespeople from multiple Fortune 400 pharmaceutical companies experienced a 31% improvement in the quality of their relationships with their customers due to increased empathy, understanding, and self-control.

Salespeople at a Fortune 200 retailer experienced a:

- 21% improvement in their willingness to take accountability for their mistakes.
- 23% improvement in their ability to prevent setbacks from hindering their performance.

ENGINEERS

Engineers at a Fortune 200 defense contractor experienced a:

- 40% improvement in their ability to handle change effectively.
- 26% improvement in the quality of their relationships with their coworkers.

Engineers at a large US government agency experienced a 20% improvement in their ability to show flexibility in a challenging working environment.

PROBLEM EMPLOYEES

Problem employees at a Fortune 50 telecommunications provider experienced a:

- 64% improvement in their ability to handle conflict effectively.
- 50% improvement in the quality of their decision making.
- 67% improvement in their ability to prevent setbacks from hindering their performance

Problem employees at a Fortune 300 utility experienced a 50% improvement in the depth and quality of their relationships with their coworkers.